

# How to Get to a Place Called HOME



A Handbook to  
Help People Living  
with HIV/AIDS  
Find Housing  
in New York State



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# Introduction

**What is this handbook about?**

**How to use this handbook**

**A note about evictions**



## INTRODUCTION

### What is this handbook about?

This handbook is for people living with HIV/AIDS (PLWHAs) who want to find a place to live in New York State. This handbook can help if you:

- Need a place to stay for the night (emergency housing).
- Are staying with friends or family while you try to find a place of your own.
- Need a place to stay for a while so that you can get help dealing with HIV/AIDS or other needs before you move to your own home.
- Need a place to stay because you have just come out of a prison, a hospital, or a treatment program for drug, alcohol, or mental health problems.
- Live in a transitional housing program and you want to find long-term housing.
- Live in an apartment, but you want one that costs less.

You have already had to learn a lot about HIV/AIDS — what medicines to take and how to find support from agencies and other people with HIV/AIDS. Housing is one more thing to learn about. It can be hard to find the housing you want. Two things can make your housing search easier: information and support. This handbook gives you the information you need and lets you know about people and groups that can give you support.



## How to use this handbook

This handbook is divided into three sections: Section I addresses types of housing found in New York State; Section II addresses general information on HIV/AIDS housing; Section III lists New York State resources.

## A note about evictions

If you live in New York State and you are about to be evicted, go to page 22 for eviction information. **ACT RIGHT AWAY IF YOU GET AN EVICTION NOTICE.**





## Thinking Ahead

**Why should you get help finding a place to live?**

**What kinds of housing are available?**

**What is housing eligibility?**

**Do you want to tell people that you have HIV/AIDS?**

**Does how much money you earn affect the type of housing you can get?**

**Do you want or need support services?**

**Does it matter if you have a criminal record?**



## Why should you get help finding a place to live?

Finding a place to live can take hard work and patience. Many people with HIV/AIDS say they have trouble finding housing on their own, even though there are people and services to help them through this process. We hope this handbook will help you find housing on your own or with support from other people.

There are people whose job is to help you with housing— they are often called *housing placement assistance workers*. Sometimes your *HIV/AIDS case manager* can help you with housing. They can make a big difference in helping you find a place to live.

For more information on people who can help you find HIV/AIDS housing in New York State, turn to page 18.

## What kinds of housing are available?

Some types of housing in New York are just for people with HIV/AIDS. Other types of housing are for people who meet *eligibility rules* (also known as program rules) — the rules for getting into the program. In New York State, there are different types of housing for people living with HIV/AIDS. These include emergency shelter, congregate housing, and clustered housing. The details on each type of housing are discussed in Section I.

You may also need different kinds of housing at different times. If you have no place to live right now, you may need to find an emergency shelter first, then move into transitional housing. After that, you may be able to move to congregate housing or to housing where you get help paying your rent. You might even choose to get a place of your own, such as public housing or housing paid for by the Housing Choice Voucher Program/Section 8.



## What is housing eligibility?

As you look for housing, you may hear about **housing eligibility**. Housing eligibility means the reasons why you may or may not get into a type of housing or get help paying for rent. There are many reasons why you may or may not get into a housing program. Some of these are:

- How much money you make and the value of things you own (your **financial resources**), such as a car.
- The stage of your HIV/AIDS illness — have you been diagnosed with HIV or AIDS symptoms?
- Whether you live by yourself or with family members.
- If you have other health problems, disabilities, mental illness, or drug or alcohol problems.
- Your age.
- Your gender.
- Where you live now.
- If you have a criminal record.

When you start calling housing programs, ask them about the eligibility rules before you apply for help. There are books and websites that have lots of the information you are looking for in one place. The *New York State Housing Resource Database* (website at [www.hivhousingnys.org](http://www.hivhousingnys.org)) and the *New York State Housing Resource Book* (see page 98 for details on these resources) list some of the rules for each program.



## THINKING AHEAD

### Do you want to tell people you have HIV/AIDS?

In New York, by law, you cannot be turned away from any type of housing because you have HIV/AIDS. It is up to you to let anyone know your HIV status. You do not have to tell anyone you have HIV/AIDS. However, to get into housing for people with HIV/AIDS or to get support services or help paying rent for that housing, you will have to disclose your HIV status.

When you apply to housing programs for people with HIV/AIDS, you will need to prove that you have HIV/AIDS. You will have to sign a form called an ***authorization for release of medical information and confidential HIV-related information***. When you fill out that form, you list exactly what HIV-related personal information can be released and to whom. The people who receive your HIV-related information cannot share it with anyone else unless you give them permission to do so. If you have a case manager who helps you find housing, medical, and other services, write on the form that your HIV-related information can only be shared with the agencies that provide those services.

No matter what type of housing you live in, by law, the staff cannot tell anyone about your HIV status unless you give them permission to do so. If you are concerned that people you live with — or people in the community — will know you have HIV/AIDS, ask your HIV/AIDS case manager or housing placement assistance worker about what types of housing are best.



## Does how much money you earn affect the type of housing you can get?

You will probably be able to get help paying for your housing if you already get public assistance. Programs like **TANF (Temporary Aid to Needy Families)** and **PA (Public Assistance)** are often called **public assistance**. How much help you can get for housing depends on how much money you earn. If you make too much money, you may not be eligible for some of the housing programs listed in this handbook.

If you get public assistance, part of the money you get is called a **shelter allowance**. This pays for rent and other housing costs. The amount you get for your shelter allowance depends on your needs and whether you live alone or have a family. You usually pay about 30% of your income for rent.

If you make too much money to get public assistance or to get into a housing program, you may still be able to get other types of housing services because you have HIV/AIDS. Ask your HIV/AIDS case manager or housing placement assistance worker about other services you can get.

## Do you want or need support services?

Most HIV/AIDS housing programs in New York State offer support services. The type of services and the amount of services depends on the program. Many of the support services can help you stay healthy and help you live on your own. Services can include:

- Having a case manager
- Help for alcohol, drug abuse, or mental health problems
- Getting rides to the doctor's office or to the grocery store (transportation)
- Help planning food and diet needs (sometimes prepared meals)



## THINKING AHEAD

- Home health care, including medical services
- Child care
- Having people teach you the skills you need to live on your own

Be sure to look into support services as you begin to look for housing. If you want housing only and do not want or need any support services, you may be happier with public housing or other programs that have fewer support services.

### Does it matter if you have a criminal record?

Having a criminal record may affect the type of housing you can get. Most housing programs accept people with a criminal record. But they might not accept you if you have been convicted of a violent crime or arson. People with a criminal record may not be able to get into the Housing Choice Voucher Program/Section 8 or public housing. If you have a criminal record and you have questions about getting housing, talk to staff of the housing program where you want to live, or talk with your HIV/AIDS case manager or housing placement assistance worker.

# Section I: How To Find Housing in New York State

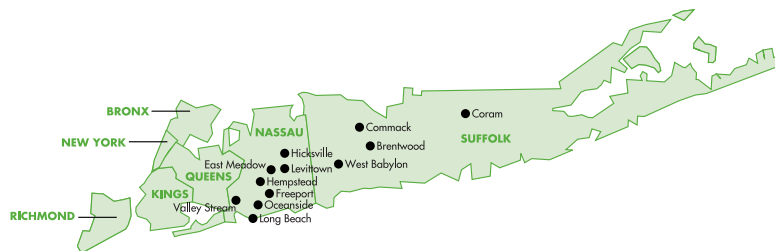
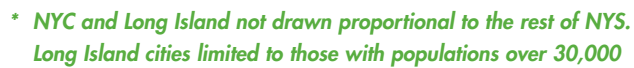




## HOW TO FIND HOUSING IN NEW YORK STATE

### New York State

This map shows all the counties in New York State; each county has a Department of Social Services. The map also shows cities and large towns to help you figure out which county you live in so that you can go to the local Department of Social Services office to get help with your housing search.





# Getting Help with Your Housing Search in New York State

Who can help you with  
your housing search?

How do you find  
housing help in  
New York State?



## Who can help you with your housing search?

If you are already getting HIV/AIDS services from an agency, that is the best place to start. Tell your HIV/AIDS case manager about your housing problems and ask for help. He might be able to help you stay where you are living now. If you need to move, he may be able to help you find new housing. Your HIV/AIDS case manager may also be able to tell you where you can get the following services:

- Legal help so that you do not get evicted.
- Short-term help with rent or your mortgage so that you can stay where you are.
- Long-term help paying for your rent.
- Housing placement agencies that will help you find a place to live.
- Housing programs that are just for persons with HIV/AIDS.
- Housing programs that serve many different types of people.

If you do not have an HIV/AIDS case manager, now is a good time to find one who knows about housing. Call an HIV/AIDS service agency in your area that can help you find one. The New York State HIV/AIDS Information Service can help you find an HIV/AIDS agency in your area. The free and private hotline number is 1-800-541-AIDS.

You can also find out more about HIV/AIDS housing programs yourself by using the *New York State HIV/AIDS Housing Resource Directory* or the *New York State Housing Resource Database* at [www.hivhousingnys.org](http://www.hivhousingnys.org) (see page 98). Contact other agencies in your area that provide housing services that are not just for people with HIV/AIDS.

**Community Action Programs** provide different services for low-income people. Look in the “Social Services” part of the yellow pages in your phone book for listings of local agencies that provide housing and financial help. If you meet



certain program rules, the local Department of Social Services (DSS) can also help you:

- Get emergency shelter.
- Get a security deposit and rent money.
- Find housing programs.
- Get Medicaid coverage for health care, mental health care, and alcohol and drug abuse services.
- Find other kinds of financial help (if you meet the program rules).

Most of these services are based on how much money you make — not just because you are HIV positive. You do not have to tell DSS staff that you have HIV/AIDS.

## How do you find housing help in New York State?

Your local DSS office can provide housing help. Find the phone number of your DSS office in your local phone book under “County Government.” On the Internet, go to [www.nysac.org/nysac/countylinks.html](http://www.nysac.org/nysac/countylinks.html) for a list of county government offices (see other resources on pages 98-100). DSS can provide a lot of help. But if you have a case manager from another agency, ask him to help you through the DSS process, because it can be confusing.



# Eviction in New York State

Is there a way that you  
can stay where you are  
living now?

What do you do if your  
landlord is going to  
evict you?



## Is there a way that you can stay where you are living now?

There is a shortage of places to live for people on limited incomes. **If you like where you are living now and you feel that it is a safe place to live, it probably makes sense to stay where you are.** Do you normally have enough money to pay the rent, but sometimes there are bills that you do not expect? Talk with your HIV/AIDS case manager to see if you can get emergency help. Talk to your landlord and explain what happened and when you expect to have enough money to pay the rent.

If you like the place where you live, but you are having problems with the landlord or problems paying your bills, talk with your case manager. **Do not refuse to pay the rent, because this could get you evicted.** Instead, try to get help from your local Legal Aid Society or another legal services agency. If you live in housing that is part of a program and you have been told to leave because you broke the program rules, think about getting a lawyer or other legal help to see if you can solve the problem without having to move.

Before you decide to stay living where you are, ask yourself: "If the current problem is solved, will I be able to stay here for a long time?" If you think you will have the same problem in the future, you should probably look for another place to live.



## What do you do if your landlord is going to evict you?

**Take action right away!** There are strict laws that apply to eviction. Find out your legal rights. The landlord can only evict you for doing something that is against the rules in the lease, such as not paying your rent or damaging the property on purpose. The landlord cannot evict you because he does not like you or because he wants to put someone else in your place. Follow these steps:

- Find out if you have received a legal eviction notice. An official notice of eviction must be filed in court and is a legal document. Your landlord cannot just tell you that you are going to be evicted or even send a letter saying so.
- Read the eviction notice or bring it to your HIV/AIDS case manager to find out how many days you have to respond to it. Sometimes the notice will include information about where you can go for help.
- Get legal help from the local Legal Aid Society or from a local tenants' rights group.
- Tell whoever is helping you the amount of time you have to respond to the eviction notice and that you need help right away. If your landlord has told you that you will be evicted but has not given you a legal eviction notice, get legal help anyway so that you can solve your problems with the landlord without going through the eviction process.
- Show up in court on the day and time stated on the eviction notice. Try to get an attorney; but even if you don't have one, come and explain to the judge what has happened. Some judges will work with you if you say that you need help.





## EVICTED IN NEW YORK STATE

- Think about what you will do if you are evicted. If the eviction is approved, the court will give you a limited amount of time to move to another place. Pack a single bag for yourself and one for each person moving with you. Pack some clothes, all of your identification and other papers, and whatever money you have. Think about where you will go if you are evicted and find out about where you can get emergency housing in your community.
- If you are evicted, know your rights. The landlord has to keep anything you leave in the apartment for 30 days after the eviction date; make plans to get these things from him. If you have not found a new place, see if you can find family or friends who will store your belongings.

Many times you can avoid eviction by:

- Having a good relationship with your landlord.
- Taking care of your money problems as soon as they occur.
- Getting help from your HIV/AIDS case manager or other agencies that help prevent evictions.

Many people miss the chance to prevent themselves from being evicted because they do not act soon enough to get legal and financial help.

***Act quickly!***



# Emergency Housing

Do you need  
emergency shelter?

What is emergency  
housing?

How do you find  
emergency housing  
in New York State?



## Do you need emergency shelter?

YES NO

- 
- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Do you need a place to stay right away?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you living on the street or in a place that is not meant for people to live in?                              |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you staying in a place that is not good for your health, safety, or sobriety?                                |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you been moving around, staying with family or friends for a few nights, and then moving to the next place? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you just been evicted from your apartment?  |
- 

If you answered **YES** to any of these questions, you may need emergency housing.

## What is emergency housing?

Emergency housing programs can give you a place to stay right away and give you some time to find a place to live for a long-term period. There are at least two types of emergency housing in New York State:

### Emergency shelters

In emergency shelters, people stay in the same building and may share sleeping space, bathrooms, kitchens, and other areas. Many counties in New York State do not have emergency shelters and only provide emergency housing in local motels. Sharing living space may expose you to illnesses like tuberculosis (TB) that can be spread from one person to another. Before you go into an emergency shelter, ask the agency that runs the shelter whether they screen for TB.



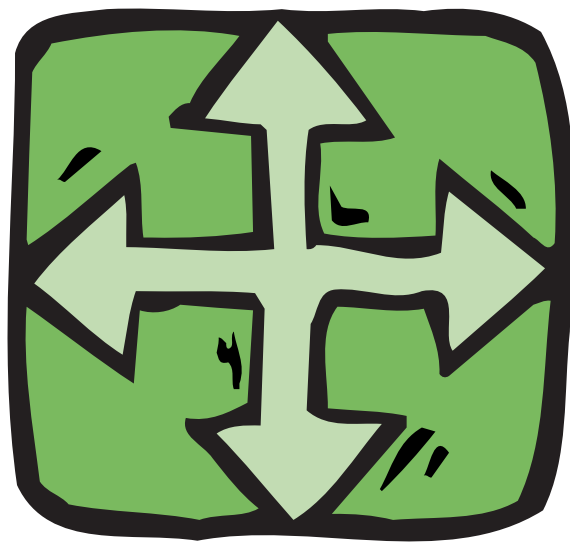
### Local motels

If you meet the program rules, many local DSS offices can help you pay for housing in local motels until you can find more long-term housing. These motels usually do not have a place to cook meals or a refrigerator for medicine. But some people with HIV/AIDS prefer to live there instead of emergency shelters, where they may be exposed to other illnesses. In counties where the DSS pays either for emergency shelters or motels, you may be able to get a motel room if you tell DSS that you have HIV/AIDS.

## How do you find emergency housing in New York State?

To find emergency housing in New York State, you can:

- Get help from your HIV/AIDS case manager. He or she will probably know the emergency housing system in your county.
- Call the local DSS office, which is usually listed as "Department of Social Services" in the "County Government" section of your local phone book. Most local DSS offices are not open on weekends or after 5:00 pm on weekdays, so you have to call them during normal business hours.
- Go to the *New York State HIV/AIDS Housing Resource Database* at [www.hivhousingnys.org](http://www.hivhousingnys.org).
- Order the *New York State HIV/AIDS Housing Resource Directory* (see page 98).



# Transitional Housing

Is transitional housing  
right for you?

What is transitional  
housing?

How do you find  
transitional housing  
in New York State?



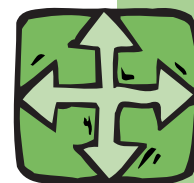
## TRANSITIONAL HOUSING

### Is transitional housing right for you?

YES NO

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Do you need a place to stay for a few months while you look for long-term housing?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to be part of a program where you can get support from other people in the same situation?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you need a place to stay that has staff who can help you find long-term housing and deal with HIV/AIDS?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in a program that offers support services such as HIV/AIDS case management, help getting health care, drug abuse counseling, and job training? |
| <input type="checkbox"/> | <input type="checkbox"/> | Did you just get out of a prison, jail, an alcohol or drug abuse treatment program, or a mental health program and need a place to stay?                           |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you need help buying food and making meals?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you need to learn ways to take care of your apartment and yourself — like cleaning and doing laundry?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you willing to share living space with other people?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you willing to share a bathroom?   |

If you answered YES more than NO to these questions, transitional housing may be right for you.



## What is transitional housing?

Transitional housing is a place where you can stay for a short period of time until you can find permanent housing. Transitional programs offer some support services and help you find a place to live for a longer time. Transitional housing programs have different limits on how long you can stay; two years is usually the longest.

Transitional housing can be a good choice if you are coming out of an emergency shelter, a drug or alcohol treatment center, or a jail. People who live or work in this type of housing can help you learn living skills, like how to find a job and how to do a personal budget and pay your bills. Some transitional housing programs are just for people with HIV/AIDS. Other transitional programs are for people with other problems or needs, but people with HIV/AIDS can live there, too.

## How do you find transitional housing in New York State?

There are only a few transitional housing programs for persons with HIV/AIDS in New York State. But there are many transitional housing programs in all areas of the state for people with alcohol or drug abuse or mental health problems, for victims of domestic violence, and for veterans. People with HIV/AIDS who have any of these other problems or who are veterans may choose to get transitional housing through these other programs.

To find transitional housing in New York State, you can:

- Get help from your HIV/AIDS case manager.
- Go to the *New York State HIV/AIDS Housing Resource Database* at [www.hivhousingnys.org](http://www.hivhousingnys.org).
- Order the *New York State HIV/AIDS Housing Resource Directory* (see page 98).



# Permanent Housing

What is permanent housing?

How do you find permanent housing in New York State?





## What is permanent housing?

Permanent housing is not housing that you are expected to stay in for the rest of your life. The word **permanent** means this type of housing is available to you for as long as you want it. You can stay there for as long as you like if you follow the program rules and your lease agreement.

There are at least four types of permanent housing:

- Rental assistance programs
- Clustered apartment programs
- Congregate housing programs
- Public housing programs

These types of programs are explained in more detail on the following pages. Depending on where you live in New York State, you may be able to find permanent housing programs that are just for persons with HIV/AIDS. There are permanent housing programs that serve low-income people and persons with disabilities in nearly all parts of the state. So, even if there is no housing in your area just for people with HIV/AIDS, you may still be able to find permanent housing that fits your needs.

## How do you find permanent housing in New York State?

To find permanent housing in New York State, you can:

- Get help from your HIV/AIDS case manager.
- Go to the *New York State HIV/AIDS Housing Resource Database* at [www.hivhousingnys.org](http://www.hivhousingnys.org).
- Order the *New York State HIV/AIDS Housing Resource Directory* (see page 98).
- Talk to community-based organizations in your area.





# Rental Assistance Programs

Is a rental assistance program right for you?

What are rental assistance programs?

What kinds of rental assistance programs are there in New York State?

What is the Housing Choice Voucher Program/Section 8?

How do you find the Housing Choice Voucher Program/Section 8 in New York State?

How do you apply for the Housing Choice Voucher Program/Section 8 in New York State?



## RENTAL ASSISTANCE PROGRAMS (PERMANENT HOUSING)

### Is a rental assistance program right for you?

YES NO

- 
- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in the community and rent an apartment from a private landlord or not-for-profit agency?        |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in an apartment where you take care of your day-to-day living needs (meals, cleaning, laundry)? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want your family or partner to live with you?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you willing to get the support services that might be required?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Can you get transportation (rides) to these services?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you willing to pay for part of your rent every month?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you able to talk with the landlord about problems like repairs or complaints from other tenants?                |
- 

If you answered **YES more than NO to these questions**, a rental assistance program may be right for you.

## What are rental assistance programs?

Rental assistance programs pay for a part of your rent (a **rent subsidy**) and usually provide some support services. This is the kind of HIV/AIDS housing program you will find most often in New York State. Rental assistance programs can be used to pay for housing that is privately owned or run by a community-based organization.

With most rental assistance programs, the rent you pay is based on the local **fair market** rent — the average rent for the same sized apartment in your community.

Ask your HIV/AIDS case manager or housing placement assistance worker about fair market rents in your area.

Some types of rental assistance, like the Housing Choice Voucher Program/ Section 8, can be used in different places. Other forms of rental assistance you can use only in a certain building or with one community-based agency. With almost all rental assistance programs, you are asked to pay about 30% of your income toward the monthly rent and the program will pay the rest of the rent to the landlord. If your income changes, the rent you pay will go up or down with it.

Most rental assistance programs require that the house or apartment be inspected before you move in. They want to make sure the place is a safe and healthy place to live. They may inspect the place once a year to make sure that the landlord is keeping it in good shape.





## RENTAL ASSISTANCE PROGRAMS (PERMANENT HOUSING)

### What kinds of rental assistance programs are there in New York State?

There are several different kinds of rental assistance programs in New York State. Ask your HIV/AIDS case manager or housing placement assistance worker for more information about:

- Housing Opportunities for Persons with AIDS (HOPWA), a program only for people with HIV/AIDS and their families.
- The Supportive Housing Program and the Shelter Plus Care program. These programs can only be used by people who meet the government definition of being homeless and who have a disability such as HIV/AIDS, alcohol or drug abuse, or mental illness.
- Enhanced Shelter Allowance for Persons with HIV/AIDS. This program, run by local DSS offices, can give rent money to people with HIV/AIDS. It works well for people with families.

Except for the Enhanced Shelter Allowance, most rental assistance programs require that you have other support services in place (if you need them) before you can get help. Talk with your case manager or housing assistance placement worker about getting support services before you apply for rental assistance.

### What is the Housing Choice Voucher Program/Section 8?

The Housing Choice Voucher Program is a rental assistance program that used to be known as the Section 8 Program; many people still use that name. Public housing authorities usually run the Housing Choice Voucher Program. In areas that do not have a public housing authority, the program is often run by a local agency.



You do not need to be homeless or have a disability to get help from the Housing Choice Voucher Program/Section 8. All low-income persons who do not have a criminal record and have not previously broken Housing Choice Voucher Program/Section 8 rules can apply. You do not need to have support services to get help. The program's subsidies are **tenant-based**, which means you can move and take your voucher with you.

The Housing Choice Voucher Program/Section 8 in your community may have a waiting list as long as 3-5 years. If you currently have a voucher, do everything possible to keep it. Pay your portion of the rent on time, give the agency yearly income updates, and allow your apartment to be inspected once a year.

### How do you find the Housing Choice Voucher Program/Section 8 in New York State?

Public housing authorities are usually run by the Housing Choice Voucher Program/Section 8. Look in the phone book under the "City Government" listings. Local social service agencies run the Housing Choice Voucher Program/Section 8 in places where there are no housing authorities. You can find the phone numbers of these agencies by looking on the web at [www.dhcr.state.ny.us/ohm/units/sec8/sec8admins.htm](http://www.dhcr.state.ny.us/ohm/units/sec8/sec8admins.htm) or by calling 1-800-ASK-DHCR (275-3427).



## How do you apply for the Housing Choice Voucher Program/Section 8 in New York State?

Apply for the Housing Choice Voucher Program/Section 8 as soon as you know you might need it. Sometimes the waiting list for the program is closed and you will not be able to apply. In that case, you need to find out when the waiting list will open again and try to get on the list when it does. Here are some tips for applying:

- Call as many programs in your area as possible to see if you can apply now. You can also apply to a program in a city or town where you do not live.
- If they will let you apply now, go there and apply right away. You never know when the waiting list will close again.
- Ask how long the waiting list is. Even if it is very long, put your name on the list.
- Check back every six months and see where your name is on the list.
- If you move while your name is on the waiting list, let the program managers know. From time to time they check to see if you are still interested in the program. If they do not have your new address, they will drop you from the list and you will have to start over again.
- If you do get to the top of the list, but you cannot take a voucher because you are too ill or you have another problem, try to work something out with the program so that they will hold onto the voucher for you. Do not ignore them — if you do, you will have to start over again.





# Clustered Housing Programs

Is clustered housing  
right for you?

What is clustered  
housing?

How do you find  
clustered housing  
programs in New  
York State?



## CLUSTERED HOUSING PROGRAMS (PERMANENT HOUSING)

### Is clustered housing right for you?

YES NO

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Do you like having your own living space but being near others who can help?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in a building that offers some support services, like HIV/AIDS case management, help getting health care, referrals to drug or alcohol abuse counseling, and job training? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you okay with people in the community knowing that you have HIV/AIDS or another disability because you live in this housing?   |

If you answered **YES** more than **NO** to these questions, then clustered housing may be right for you.

### What is clustered housing?

Clustered housing is an apartment unit (with a bedroom, kitchen, bath, and living space of its own) in a building with other people who have similar problems. The building is leased or owned by a non-profit agency that also provides some support services, such as case management or transportation. Some clustered housing programs are just for single people, others include families.

There are a few clustered apartment programs in New York State (in Albany, Buffalo, and Syracuse) that are just for persons living with HIV/AIDS. There are many more clustered apartment units throughout the state for the elderly or people with mental health or drug and alcohol abuse problems. In some places, this is called *scattered site* housing.

Each clustered apartment program is different. Some programs have a lot of support services and try to get residents to spend time with each other. In other programs, people live next to each other but lead private lives. When you look into a clustered apartment program, find out the support services you can get and how much time the people spend with each other to see if it fits your needs. Also, think about how much the community knows about the program and whether you care if other people know you have HIV/AIDS or other problems because you live there.

## How do you find clustered housing programs in New York State?

Your HIV/AIDS case manager should know about the clustered housing programs in your region that are just for persons living with HIV/AIDS. The *New York State HIV/AIDS Housing Resource Directory* (available at [www.hivhousingnys.org](http://www.hivhousingnys.org)) can help you find clustered housing for persons with other disabilities and problems that might fit your needs.





# Congregate Housing

Is congregate housing  
right for you?

What is congregate  
housing?

How do you find  
congregate housing  
in New York State?



## CONGREGATE HOUSING (PERMANENT HOUSING)

### Is congregate housing right for you?

YES NO

- 
- |                          |                          |   |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Do you like living in a building with other people who have HIV/AIDS?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Is it okay if other people know that you have HIV/AIDS?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in a building that offers a lot of support services like HIV/AIDS case management, help getting health care, drug and alcohol abuse counseling, and job training? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in a building with staff that works 24 hours a day?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in a program where some of your meals are made for you?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you need or want help with daily activities, like cleaning, shopping, and doing laundry?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to be in a program that plans activities for the people who live there, like trips to museums, holiday parties, and movie nights?   |
- 

If you answered YES more than NO to these questions, then congregate housing may be right for you.



## What is congregate housing?

In congregate housing, you share the kitchen, living room, and usually the bathroom with other people. Sometimes you have your own room (Single Room Occupancy, or SRO housing) and sometimes you share your room with others. Some congregate housing programs are only for people with HIV/AIDS; other programs are for people with different types of disabilities. Families are not allowed to live in this type of housing.

Congregate housing programs seem to work well for single people who like living with others who have shared interests. This type of housing is good for people who need support services, home health care, emotional support, and help staying sober.

Agencies that run HIV/AIDS congregate housing programs protect the privacy of residents so that neighbors and other people do not know that the residents have HIV/AIDS. But they cannot guarantee that people in the community will not find out or assume that persons with HIV/AIDS live there. Talk with your case manager or housing placement assistance worker if you are concerned that others will find out that you have HIV/AIDS.

## How do you find congregate housing in New York State?

There are just a few congregate housing programs for people with HIV/AIDS outside of New York City. Your HIV/AIDS case manager should know of any programs in your area. There are many more congregate programs for persons with other disabilities, such as mental illness and alcohol and drug abuse. These programs are listed in the *New York State HIV/AIDS Housing Resource Book* (see page 98) and in the *New York State HIV/AIDS Housing Database* at [www.hivhousingnys.org](http://www.hivhousingnys.org).



## Public Housing

Is public housing right for you?

What is public housing?

How do you find public housing in New York State?



**PUBLIC HOUSING  
(PERMANENT HOUSING)**

## Is public housing right for you?

**YES    NO**

- 
- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in an apartment building that is run by a public agency?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in a place where no one knows that you have HIV/AIDS?  |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you want to live in a building with no HIV/AIDS support services?   |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you — and does everyone who will be living with you — have a “clean” criminal record?   |
| <input type="checkbox"/> | <input type="checkbox"/> | If you lived in public housing before or had a voucher with the Housing Choice Voucher Program/Section 8, did you pay all your rent and leave the apartment in good shape? |
- 

**If you answered YES more than NO to these questions**, then public housing may be right for you.





## What is public housing?

Public housing is paid for by the government and is run by **public housing authorities**. Not every community has a public housing authority, but many cities do. In public housing, you live in an apartment in a building owned by the public housing authority. These buildings can have many apartments or just a few. Public housing is for anyone with low income, not just for people with HIV/AIDS. You pay for only a part of your rent and the public housing authority pays the rest.

Some people like living in public housing because they do not have to let anyone know that they have HIV/AIDS. Sometimes public housing programs have a shorter waiting list than other programs. Newer public housing buildings can be smaller and fit in better with the neighborhood, so that you feel more like you are living in your own place and not in a housing “project.”

To live in public housing, there are limits to how much money you can earn. If you receive TANF, public assistance, or SSI, you will probably be able to get into public housing. You cannot live in public housing if you have a criminal record or if you owe rent from living in public housing in the past. Illegal or illicit drug use is not allowed in public housing.

## How do you find public housing in New York State?

Your HIV case manager will know if there is a public housing authority in your community. Or, look up the number in the “City Government” section of your phone book, call the housing authority, and ask them how to apply.

## Section II: General HIV/AIDS Housing Information



## Searching for an Apartment

How do you find an apartment?

What should you remember when you look for an apartment?

How do you find help paying for rent?

Will you have to pay a security deposit?



## SEARCHING FOR AN APARTMENT

### How do you find an apartment?

You can find out about apartments for rent in many different places. Here are some suggestions:

- Use the HIV/AIDS publications listed on page 98.
- Talk to a housing placement assistance worker or HIV/AIDS case manager.
- Tell your family and friends that you are looking for an apartment — ask them for ideas.
- Look in the newspapers. The biggest list of rentals is usually in the classified section of the Sunday newspaper. If you have access to a computer and the Internet, search the classified section of newspapers that are on-line.
- Check community bulletin boards in places like grocery stores, churches, synagogues, mosques, community centers, colleges, food co-ops, restaurants and bus shelters.
- Call real estate agencies or rental management companies in the area where you want to live. These phone numbers are in the yellow pages of the phone book. ***Ask them if they charge a fee for their services.***

### What should you remember when you look for an apartment?

Answer these questions when you look for an apartment:

- Do you feel safe in the neighborhood where the apartment is located? (Try to check out the neighborhood during the day and at night.)
- Is the apartment on or near a bus line or subway line?
- Can you easily get from the apartment to your doctor's office?

- Is there a grocery store near the apartment?
- If you work, volunteer, or go to school, will you be able to get there from the apartment?
- Is there enough room for you and your family?



## How do you find help paying for your rent?

Rental assistance is money that a housing program gives you to help pay your rent. If you get into a rental assistance program, the money they give you is called your rent **subsidy**. A housing placement assistance worker or HIV/AIDS case manager can tell you about rental assistance programs near you.

Once you get a rent subsidy, you will probably have to find an apartment within **60 to 120 days**. Or you may begin renting an apartment, then go to an agency to get rental assistance. If you do not find an apartment in that time period, you will lose the rental assistance. If you have trouble finding an apartment in this time period, ask the program giving you the rental assistance if you can have more time. You may also want to ask the program for help finding an apartment.

Try to find an apartment where the rent is not much more than the subsidy you get. Usually, you will pay no more than 30% of your income toward rent. Your rent cannot be higher than the **fair market** rent (FMR) — the pre-set limit for rent in the area where you want to live. Ask the rental assistance program manager or your case manager or housing placement assistance worker about fair market rents for apartments in your area.



## Will you have to pay a security deposit?

You will have to pay a security deposit when you move into some types of housing.

A security deposit helps the landlord pay for any damage done to the apartment while a tenant lives there. So, it is very important to keep your apartment in good shape so that you do not have to pay for repairs after you leave.

The security deposit is often the same amount as the monthly rent. For example, if your monthly rent is \$500 and the security deposit is \$500, you will have to pay a total of \$1,000 before moving in. Some landlords may not ask for a security deposit or they may allow you to pay half the monthly rent as a security. Talk with the landlord and see if he or she will lower the amount of the security deposit. Be sure to get a receipt from the landlord when you pay the security deposit and the first month's rent to prove that you paid. You may want to get a receipt when you pay the rent each month. Remember, you will not get the security deposit back until after you leave the apartment, so you will have to think ahead and plan for these costs.

In New York State, some local DSS offices will pay your security deposit if you get public assistance (see page 99 to find a local DSS office). If your local DSS does not pay for security deposits, talk with your case manager or housing placement assistance worker to see if other agencies in your area can help.

Here are some tips for making sure you get the security deposit back:

- Keep your apartment in good shape while you are living there. Leave it as clean as possible when you move out.
- Before you move out, try to meet with the landlord and agree on whether there is any damage.
- If there is damage, ask the landlord to describe it in writing.
- The landlord should take out of the security deposit only the money that is needed to make repairs — and return the rest of it to you. If there is no damage, you should get the whole security deposit back. If a social service agency paid the security deposit, the landlord gives it back to the agency.





# Applying for Housing

How do you apply  
for housing?

Steps to applying  
for housing

What do you bring  
when you apply for  
housing?

What do you do if  
you are put on a  
waiting list?

What happens if  
you get into a  
housing program?

What happens if you  
do not get into a  
housing program?





## How do you apply for housing?

Now that you know about the different types of housing, it is time to apply for the housing you want. There are different ways to apply for each type of housing. Working with a housing placement assistance worker or an HIV/AIDS case manager who knows how to apply can make this much easier.

When looking for housing in New York State, you should:

- Decide on the kind of housing program that you want, that best fits your needs, and that is available.
- Find out which programs in your area you want to apply for. Call the programs and find out how to apply to them.
- Talk to an HIV/AIDS case manager or a housing placement assistance worker.

## Steps to applying for housing

- Fill out the forms. Ask for help if you do not know how to fill out the forms.
- When you give the forms to the agency, ask how long it will take them to get back to you and if there is a waiting list.
- Find out if you should check in with the agency on a regular basis or if you should wait to hear from them.
- Wait to hear if you get into the program. If you do not hear from them, call the agency every few months.
- Get into the program or keep looking!

These steps may be a bit different for each program. Some programs take your name first, put you on a waiting list, then talk with you when you get to the top of the list. Other programs interview you when you apply and then put you on the waiting list.



## What do you bring when you apply for housing?

All housing programs will ask you to fill out some forms and show proof that you meet the rules. They may want you to prove how much money you earn, that you have HIV/AIDS, or that you have a disability that allows you to live in that type of housing. For example, you may have to prove that you are a veteran or that you are being treated for drug abuse. You may need to show this proof at the time you fill out the housing forms or when you meet with the people at the agency.

The forms you fill out and the proof you need to show them will be different for different housing types. Most programs ask for any or all of the following:

- Government-issued picture ID, such as a driver's license or Medicaid card;
- Birth certificate;
- Social Security card;
- Award letter from the Social Security Administration (SSA);
- Monthly budget sheet from a social services agency with your public assistance or SSI amount;
- If you are working, paycheck stubs or a letter from your employer saying how much you earn;
- Current bank statement, if you have a bank account; and
- If you are applying to a housing program just for people with HIV/AIDS, proof of your HIV illness, like a letter from your doctor or lab reports that prove your HIV status.



## What do you do if you are put on a waiting list?

Because some programs cannot help everyone right away, they will have a waiting list. The waiting list is used to decide who gets into the program. Sometimes the waiting list is kept on a “first come, first served” basis; other times people who have more serious problems are moved to the top of the list.

If you are placed on a waiting list:

- Find out what kind of waiting list it is. Is it “first come, first served” or some other kind?
- Find out how long it may take to get to the top of the list.
- Ask how often you should call to find out where you are on the list. You do not want to bother the program by calling too much, but you do want them to know that you still want a place to live.
- Keep looking at other programs and apply to as many as you can.

### Tips for applying for housing

- Apply to as many housing programs as you can and keep a list of them.
- Know what information you need to bring when you apply.
- Keep checking back with the housing program to see if there is an opening.
- Make sure that you call each program and tell them if your phone number or address has changed.



- If you move or change your phone number, or if you are going to be away for more than a week, call the program and tell them how to reach you. ***If the program cannot find you when your name reaches the top of the list, they will give your space to someone else and you will have to start over.***
- If your health gets worse, let the housing program know now. They may move you up on the list.

## What happens if you get into a housing program?

Depending on the type of housing program, you may get ready to move into the apartment right away. If you are getting help with rent, you will start looking for an apartment that the program has to approve.

If you get into transitional, congregate, supportive HIV/AIDS SRO, or public housing, you will start the moving process. Your apartment will be inspected before you can move in (see page 88 for more information on inspections).

If you get rental assistance or get into a scattered site program or the Housing Choice Voucher Program/Section 8, you will need to start looking for an apartment. A housing placement assistance worker or an HIV/AIDS case manager can be a great help in your search.



## What happens if you do NOT get into a housing program?

This happens to a lot of people. These programs cannot find enough housing for all the people who apply to them. One way to lower the chances that you will get turned down is to make sure that you meet all of the housing program rules **before** you apply.

Some housing programs give you a letter that explains why you did not get into the program. Whether or not they give you a letter, ask them if the program has an **appeal process**. This is a way for the program to review its decision and maybe change it. If the program does not have an appeal process, or if it does not change its decision, ask your housing placement assistance worker or HIV/AIDS case manager for help.

You have put a lot of time and effort into applying for housing — not getting accepted can leave you tired and upset. Give yourself some time to deal with the frustration and try to find someone to talk to. If you applied to many different programs, being turned down by one program does not mean the others will turn you down. If you tried to find housing on your own and were turned down, try to get help from a housing placement assistance worker or HIV/AIDS case manager.



# Talking to a Landlord or Housing Program Staff Member

What should you ask when you call a landlord or housing program staff member?

Meeting the landlord or housing program staff member

Sample phone call with a landlord

What will a landlord want to know about you?

Do you have to tell the landlord that you have HIV/AIDS?

When should you tell the landlord you have rental assistance?



## TALKING TO A LANDLORD OR HOUSING PROGRAM STAFF MEMBER

### What should you ask when you call a landlord or housing program staff member?

At some point during your housing search, you will need to call a landlord or housing program staff member. Here are some tips:

- Know what you want to say and what you want to ask **before** you make the call. Write your questions down. Practice what you will say with someone you know. When you call to see if an apartment is available, ask: (1) how many bedrooms it has, (2) how much it will cost each month, (3) whether you need a security deposit, (4) if the rent includes heat and hot water, and (5) where the apartment is located.
- Speak clearly on the telephone. Be polite.
- Ask the name of each person you speak with and write each name down. Use the forms on pages 93-95 to keep track of this information.
- If you make an appointment to go to their office or see an apartment, ask them how to get there. Repeat the directions back to them and confirm the date and time of your appointment. Ask them if you need to bring any forms or proof to the appointment.
- Remember, at this point you do not have say that you have rental assistance or that you have HIV/AIDS, unless you must have HIV/AIDS to get into the program.



## Meeting the landlord or housing program staff member

Here are some ways to get off to a good start:

- Be on time. It is okay to get there a little early.
- Dress neatly.
- Let the person you are talking with know you are listening. If you have questions, ask them.
- Make sure to bring any forms or papers that you need.
- If you are nervous, bring a friend or family member with you. But be clear with the landlord or housing program staff member who will be renting the apartment.

### Sample phone call with a landlord

"Hello, my name is Joanne Jones. I am calling about the apartment that was listed in the paper. Is it still available? Yes! Can you tell me if heat and hot water are included? What is the monthly rent? How many bedrooms? Are there a washer and dryer in the building?

Thank you, Mrs. Smith. When may I look at the apartment? Can you please give me directions? It's at the corner of State and Main, the building across from the gas station? Thank you very much. Do you want me to bring anything? No? Okay. I will meet you tomorrow at 3 p.m.

Have a nice day. Goodbye."





## What will a landlord want to know about you?

The landlord will probably ask you questions that help him or her decide if you will be a good tenant. Some of these questions may be:

- Will you pay your rent on time?
- Do you get along with other people and will you make a good neighbor?
- Will you keep the apartment clean and in good shape?
- Will people you have rented from before give you a good **reference** (say that you were a good tenant)?
- Have you paid your bills on time (a good **credit history**)?
- Do you understand the terms of the lease and can you live up to them?

## Do you have to tell the landlord that you have HIV/AIDS?

Even if you get a rent subsidy from an HIV/AIDS program, you do not have to tell the landlord that you have HIV/AIDS. You can tell the landlord that you have a housing subsidy for low-income people. If you do get the apartment, the landlord will get a voucher or check from the agency that is giving you the rent subsidy. Ask if the agency name will be on the check. If it is, the landlord may know that this agency works with people with HIV/AIDS. But he or she cannot refuse to accept you as a tenant for this reason.

## When should you tell the landlord that you have rental assistance?

If you like the apartment and the landlord wants to rent it to you, the fact that you have a rent subsidy will have to come up at some point.

Before you fill out any forms, you have to decide when you want to talk about your rent subsidy. Make sure the landlord has had a chance to get to know you first. Some landlords believe that a rent subsidy is a good thing because it means you will be able to pay your rent.

If you get rental assistance, you may need to get the apartment inspected before you move in. The landlord may not know this. Find out more about the inspection from your housing placement assistance worker or HIV/AIDS case manager before you meet with the landlord so that you can answer the landlord's questions.





# Housing Discrimination

What is housing  
discrimination?

What should you do  
if you think you have  
been discriminated  
against?



### What is housing discrimination?

Housing discrimination is when anyone treats you unfairly in the search for housing or in your current housing situation. This unfair treatment may be because of:

- Your race.
- Your color.
- What sex/gender you are.
- Your sexual orientation.
- Where you earn your money.
- Whether or not you are married or have children.
- Mental health problems or physical problems (including HIV/AIDS).
- Your status as a veteran.

***Housing discrimination is illegal anywhere in New York.*** This means that, by law, you cannot be denied housing because you have HIV/AIDS.

A landlord or realtor legally **CANNOT**:

- Ask you if you have HIV/AIDS, unless the apartment is just for people with HIV/AIDS and you need to give proof of your HIV/AIDS status to get into that type of housing.
- Refuse to rent you an apartment because you have HIV/AIDS or because they think you have HIV/AIDS.
- Tell you that they do not rent to people like you (because of your race, gender, religion, if you have children, etc.), unless it is a housing program for one group of people.
- Charge you more for rent or a security deposit than they charge other tenants.



A landlord or realtor *CAN* ask you:

- If you will be able to pay the rent.
- If you ever were evicted because you did not pay the rent.
- If you are willing to follow the rules of the building and the program.
- If you have been convicted of a felony crime.

A landlord or realtor may be discriminating against you if:

- When you call the landlord or realtor, you are told that an apartment is available but when you go to meet the landlord or realtor, you are told that the apartment has been rented.
- The apartment is rented to another person *after* you have been told that it is not available.



## What should you do if you think you have been discriminated against?

The New York State Division of Human Rights has an Office of AIDS Discrimination Issues. They can give you advice and help you file a discrimination complaint so that you do not have to go to court; it costs you nothing. You do not need a lawyer to file a complaint. The Division of Human Rights will look into your complaint and try to settle it with the landlord or realtor. If the Division of Human Rights believes there has been discrimination, they may make the landlord or realtor come to a court hearing.

The federal Department of Housing and Urban Development (HUD) has a Fair Housing Complaint Hotline that handles discrimination complaints for any housing that uses HUD money. You do not need a lawyer to file a complaint.

If you believe that a landlord or realtor has discriminated against you because you have HIV/AIDS (or for other reasons), call the agencies listed below and tell them what has happened:



***New York State Division of Human Rights***

Office of AIDS Discrimination

1-800-523-2437

(212) 480-2522

***HUD Fair Housing Complaint Hotline***

1-800-669-9777



# Apartment Inspections

**What are apartment inspections?**

**What will they look for when they inspect the apartment?**

**What if the apartment does not pass inspection?**





### What are apartment inspections?

An apartment or room is inspected to make sure it is a safe and clean place for you to live. Many housing and rental assistance programs require inspection. Who inspects your apartment depends on the type of apartment and where it is located. The inspector may be a property manager. If you get rental help from a public housing authority, they will inspect your apartment. If the local government requires the inspection, the fire department or building inspector may do the inspection.

### What will they look for when they inspect the apartment?

These are **some** things the inspector will look for:

- Walls and floors are in good shape.
- Working locks on the door(s).
- Electrical outlets are in good shape.
- Proper air flow.
- A heating system that works.
- A stove and refrigerator that work.
- A smoke detector that works.
- No rats, mice, or insects.
- Hot and cold running water.
- Windows that open and close.

## What if the apartment does not pass inspection?

These are **some** of the reasons why an apartment may not pass inspection:

- Stairs are not safe.
- Peeling or chipped paint in buildings built before 1978 may have lead.
- Door locks do not work.
- No hot water.
- Problems with the plumbing or leaking water.
- No heat during the months the heat must be on.
- Holes or missing pieces in the walls or ceiling.
- Too much mold.
- Problems with the electrical plugs or electrical wires that are not covered.
- Broken windows.

The inspector will let you and the landlord know why the room or apartment did not pass inspection. The landlord can make the needed repairs or changes and the apartment can be inspected again. If the landlord will not fix the apartment, or if it fails inspection again, you will have to look for another place to live. If the apartment passes inspection and all the paper work is done, it is time for you to move in!





## Your Search Begins

Be prepared for  
your search

Your housing  
search notes



## YOUR SEARCH BEGINS

### Be prepared for your search

Congratulations! You have made it to the end of this handbook and now it is time to find housing. Remember these key points:

- It takes a lot of time and effort to find a place to live. If you're looking on your own, be prepared for the search. If you can, find an HIV/AIDS case manager who knows about housing or a housing placement assistance worker.
- Decide if you want housing that is just for persons with HIV/AIDS or if you are willing to look at other kinds of housing.
- Think carefully about what type of housing best meets your needs. Use the YES/NO question boxes located in Section I of this handbook to help you pick the type of housing that works best for you.
- Be ready for all your housing appointments. Know how to get to the agency office, know what paper work to bring, and know your rights.
- Finding housing can take a lot of time and patience. Keep trying.

**Good luck in your search!**

## Your housing search notes

Use these pages to keep track of the people you have called during your housing search. Make copies of these pages before using them for the first time. When the pages are full, keep track of your notes on other paper. Be careful to protect any personal and confidential information about yourself and your HIV/AIDS status.



**Agency:**

**Contact name:**

**Date called:**

**Phone number:**

**What about:**



## YOUR SEARCH BEGINS

**Agency:**

**Contact name:**

**Date called:**

**Phone number:**

**What about:**

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**Agency:**

**Contact name:**

**Date called:**

**Phone number:**

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**Agency:**

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**Agency:**

**Contact name:**

**Date called:**

**Phone number:**

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## Section III: New York State Resources





## General Information

### ***How to Get to a Place Called Home: A Handbook to Help People with HIV/AIDS Find Housing in New York State***

To get a single copy of this handbook or to get a form to order many copies, send an e-mail to [HIVPUBS@health.state.ny.us](mailto:HIVPUBS@health.state.ny.us) or call (518) 474-9866 during regular business hours.

To download a PDF version of this handbook, go to:  
[www.health.state.ny.us/diseases/aids/publications](http://www.health.state.ny.us/diseases/aids/publications)

### ***New York State HIV/AIDS Housing Resource Book*** or the ***New York City HIV/AIDS Housing Resource Book***

To order, contact:

Bailey House, Inc.  
275 Seventh Ave.  
12th Floor  
NY, NY 10001  
(212) 633-2500 ext. 238  
9:30am–5:30pm, M–F

*One copy per organization while supplies last. A small fee will be charged to cover mailing costs (\$10 for the New York State book ; \$5 for the New York City book).*

### ***New York State HIV/AIDS Housing Resource Database (website)***

Based on the *New York State HIV/AIDS Housing Resource Book*  
<http://www.hivhousingnys.org>.

### ***New York City HIV/AIDS Housing Resource Database (website)***

Based on the *New York City HIV/AIDS Housing Resource Book*  
<http://www.hivhousingnyc.org>.



### ***New York State HIV/AIDS Information Service***

To help you find a HIV/AIDS program in your area (including New York City), call these free and private hotline numbers:

1-800-541-AIDS: English (2437)

1-800-233-SIDA: Spanish (7432)

TTY Information Line: 1-212-925-9560

Voice callers can use the New York Relay System:

Call 711 or 1-800-421-1220 and ask the operator to dial 1-212-925-9560

## **Housing Discrimination Complaints**

### ***HUD Fair Housing Complaint Hotline***

1-800-669-9777

### ***New York State Division of Human Rights***

*Office of AIDS Discrimination Issues*

1-800-523-2437

(212) 480-2492

(718) 448-5529 (TDY)

## **Local Department of Social Services (DSS) offices**

Look in your local phone book or try either of these links for a list of local DSS offices:

***[www.nysac.org/nysac/countylinks.html](http://www.nysac.org/nysac/countylinks.html)***

***[www.statelocalgov.net/state-ny.htm](http://www.statelocalgov.net/state-ny.htm)***



## NEW YORK STATE RESOURCES

### New York State Attorney General's Office

For a copy of the *New York State Attorney General's Tenant's Rights Guide*, go to: [www.oag.state.ny.us/realestate/tenants\\_rights\\_guide.html](http://www.oag.state.ny.us/realestate/tenants_rights_guide.html).

### New York State Division of Housing and Community Renewal (DHCR)

#### ***Hampton Plaza***

38-40 State Street  
Albany, NY 12207  
(518) 473-2517

#### ***25 Beaver Street***

New York, NY 10004  
(212) 480-6700

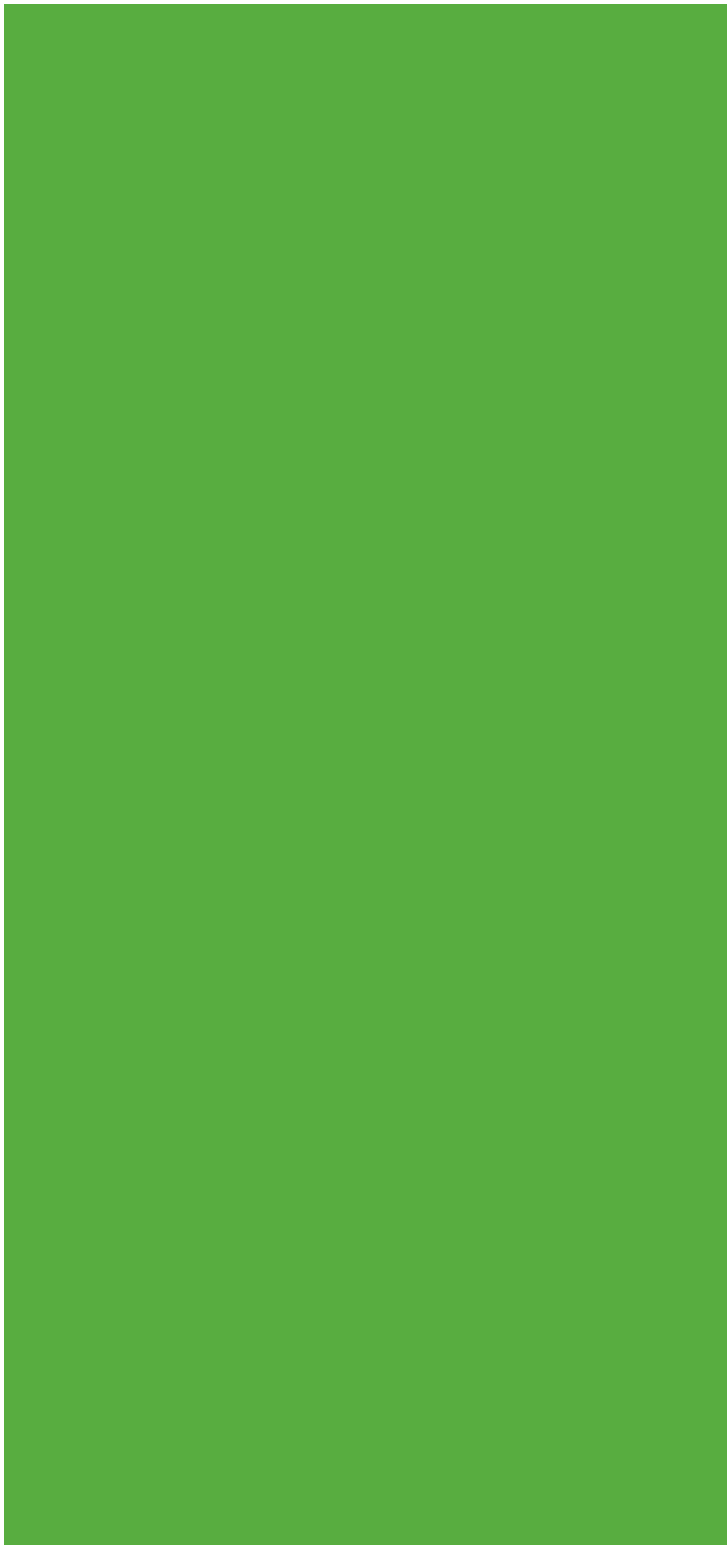
#### ***DHCR Hotline***

1-866-ASK-DHCR (1-866-275-3427)

Call this number to find out what agency handles the Housing Choice Voucher Program/Section 8 in your area.

#### ***DHCR Office of Fair Housing and Equal Opportunity***

518-474-6157



New York State  
Department of Health